

Provider Profile Report Card

Treatment Outcomes for Adults With Chemical Addictions

Indiana Family and Social Services Administration
DIVISION OF MENTAL HEALTH AND ADDICTION
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Introduction

The Division of Mental Health and Addiction (DMHA) looks at how well its providers are doing in many ways. One method used by the Division is a telephone survey. Consumers are asked about their satisfaction with the services they have received. The results of these are published in the *Consumer Survey Report Cards*.

The Division also looks at data the providers send to examine the amount and kinds of services that they deliver. This information forms the basis for the *Provider Survey Report Cards* and is also used by DMHA to make funding decisions.

A third way of assessing how providers are doing is to look at the outcomes of the services they are providing. In other words, what difference are the services making in the lives of consumers? The Division is now able to look at the outcomes of services in a more direct manner. Providers assess individuals twice each year. These clinical assessments are sent to the Division on a quarterly basis. The providers send the Division information on the consumer including diagnosis, age, race, where they live, and what kinds of services they receive. The Division measures outcomes of services by comparing changes in assessment information over time.

This report on outcomes looks at changes in the assessments of people who were seen in three different years, or as many years as the provider offered services under contract with the Division. Did people who were seen in 1999 and again in 2000 get better or worse? How about 2000 and 2001? In order to answer these questions, issues of risk adjustment, provider comparisons and performance indicators must be addressed.

Risk Adjustment

The process of grouping individuals receiving services in order to compare outcomes of services is referred to as risk adjustment. For example, it is desirable not to compare outcomes for people with severe heroin addiction with the outcomes for people who have a mild addiction to other drugs. The people with a crack, cocaine, or heroin addiction are more likely to need counseling for their addiction than those addicted to certain other drugs. They are at greater "risk" than the group using other drugs. The graphs on the Provider Summary pages therefore group consumers in the most homogeneous associations possible, to ensure the comparability of the data. Those groups, comprising all severities of addiction, are: Crack, Cocaine, and Heroin Users; Users of Other Drugs over Age 35; and Users of Other Drugs under Age 35. Risk adjustment could also take into consideration the severity of the addiction, but we did not have sufficient numbers of survey responses to take the analysis to that deeper level.

Provider Comparisons

In addition, we need to see how successful a provider is at treating individuals within each of the three groups. Comparing a provider's success with the average rate of success for all providers does this. Do more individuals in a group at a particular agency show improvement from one year to the next than individuals in the same risk group at other agencies? In order to make such a comparison we had to develop a fair and understandable system for turning individual scores into agency performance indicators. This was accomplished through the development of performance indicators.

Performance Indicators

For each of the three groups, the Division looked at people who received services in State Fiscal Year 1999 (July 1, 1998 through June 30, 1999), State Fiscal Year 2000 (July 1, 1999 through June 30, 2000) and State Fiscal Year 2001 (July 1, 2000 through June 30, 2001). We looked at the difference in people's assessment scores. For each group, there was a wide range of scores. Each group was then split into thirds, with one group being "most improved", one group being "least improved" and one group being in

the middle or "average." If the providers were all doing the same quality of care, for each of the three groups they would have one third of their consumers fall into the most improved group, one third in the least improved group, and one third in the middle. However, there were some differences between providers. We would expect that, in general, providers that did better than other providers in one year would do better again in the other.

One more issue: For some of the groups, the number of people seen was very small. If any agency saw only a few people in one of the categories, it would not be fair to compare the percentages. If an organization had less than three individuals that were seen in two consecutive years in any of the three categories, we dropped that category for that agency for that two-year comparison period. In addition to omitting bars for categories containing less than three observations, no provider page was included if the related data contained no observations or if each of the three categories contained an insufficient number of observations. However, data obtained for all providers is included in the tables on pages 42-44.

How to Read the Graphs

Each provider's information is represented on a graph. In each table, the 1998-1999 data is shown first, followed by the 1999-2000 and the 2000-2001 data. This is done for each diagnostic category. The number of people who were assessed in each year and fall into each group is shown.

As mentioned earlier, if providers were all having the same level of success with a particular diagnostic group, one third of the people they saw would be in the "most improved" category, one third in the "least improved" category and the remaining third would be in the "average" improvement group. To delineate these expected levels of performance there are marks that represent 33% and 67% along the sides of the graphs.

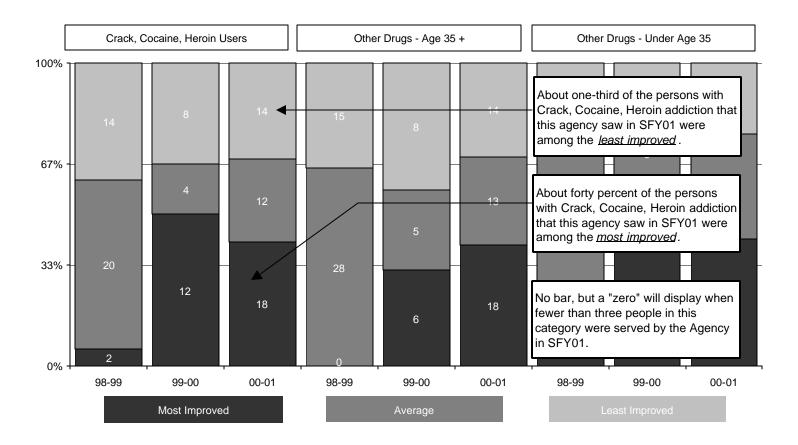
For each diagnostic category, if the provider has more than one third of its consumers in the "most improved" group, the provider is doing better than average. On the graphs, the "most improved" category is represented by the darkest shading and appears at the bottom of the graph bars. In the sample graph (see following page), the column second from the far-left shows that the sample provider had 24 people with Crack, Cocaine or Heroin addictions that were seen in SFY 2000 (July 1, 1999 through June 30, 2000). Of those 24 individuals, 12 were in the most improved category, 4 were in the average category and 8 were in the least improved category. For consumers in SFY 2000, the graph shows that more than one third of their consumers in this category were the most improved. Since more than one third were in this "most improved" category, this provider did better than average.

In that same category, exactly two-thirds (16) of the consumers with Crack, Cocaine or Heroin addictions seen in SFY 2000 were in either the "most improved" or "average improvement" category. This is an indication that the provider was average with consumers in this diagnostic category.

Considering the graphs visually, the larger or taller the darkest shading in a column, and the smaller the lighter shading, the more successful the provider was in helping consumers improve from one year to the next. In the third column or bar from the left, the graph shows that approximately 32% (14 of 44) of the consumers with Crack, Cocaine or Heroin addictions seen in SFY 2001 were among the least improved. Since this is slightly less than the expected one-third, this provider did better than average with this group among those seen in SFY 2001.

Some providers were not contracted to provide services for the Division in all three two-year periods shown on the Provider Summary graphs. Others did not report on a sufficient number of clients to permit a statistically valid analysis of their outcomes. In these cases, a zero is shown on the graph instead of a stacked bar.

Sample Graph



One-page summaries with provider names, contact information and the outcome graphs begin on the following page.

Midtown Community Mental Health Center

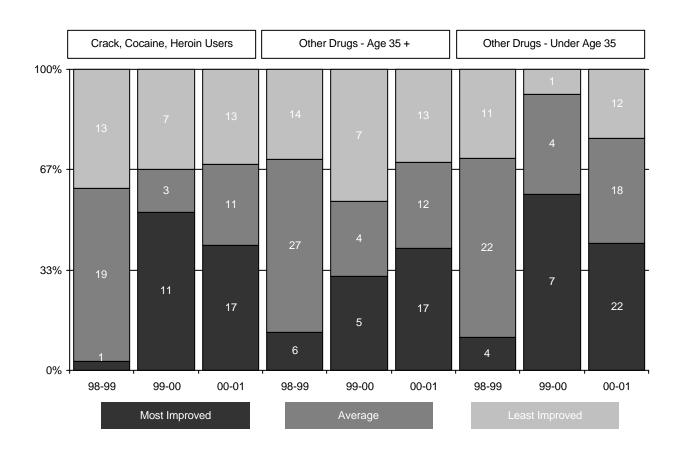
(401) 850 N. Meridian St., 2nd Floor Indianapolis, IN 46204 (317) 554-2703

CEO

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Consumer Contact

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LifeSpring Mental Health Center

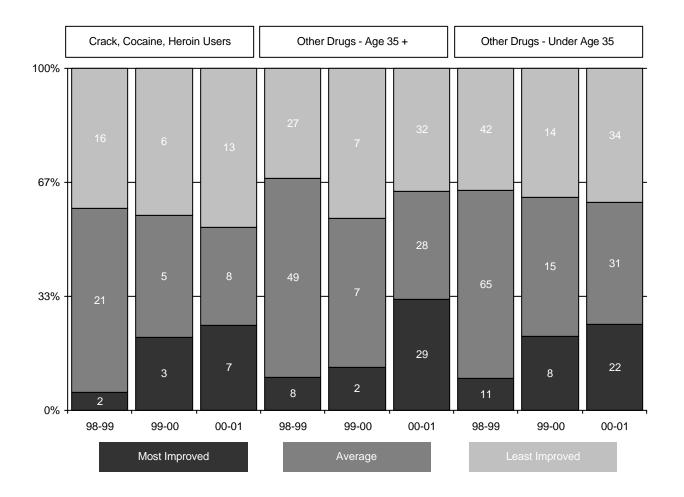
(402) 207 West 13th Street Jeffersonville, IN 47130 (812) 283-4491

CEO

Terry Stawar, Ed.D CEO (812) 283-4491

Consumer Contact

Ginger Grizzle QI Director (812) 280-2080 ext. 204 ggrizzle@lifespr.com



Samaritan Center

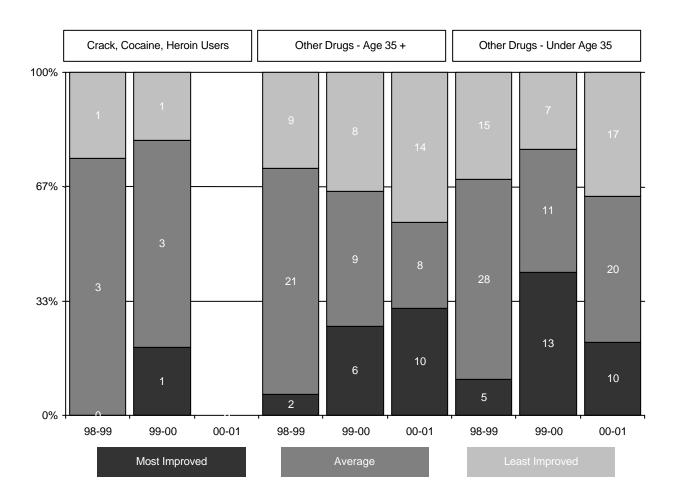
(403) 515 Bayou Street Vincennes, IN 47591 (812) 886-6800

CEO

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Consumer Contact

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Southwestern Indiana Mental Health Center, Inc.

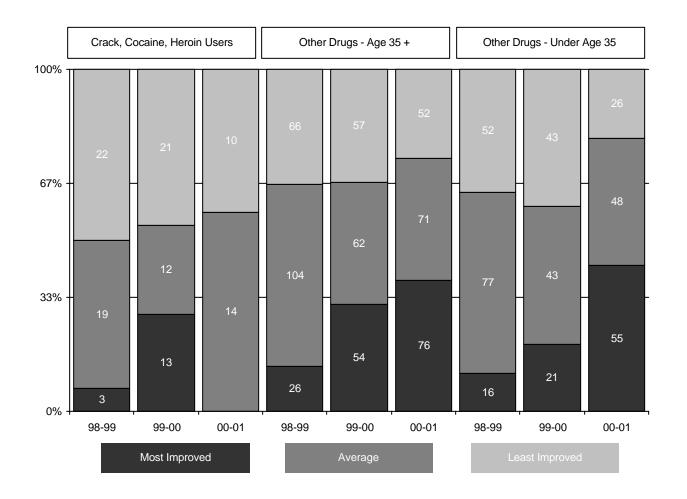
(404) 415 Mulberry Street Evansville, IN 47713-1298 (812) 423-7791

CEO

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Consumer Contact

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Hamilton Center, Inc.

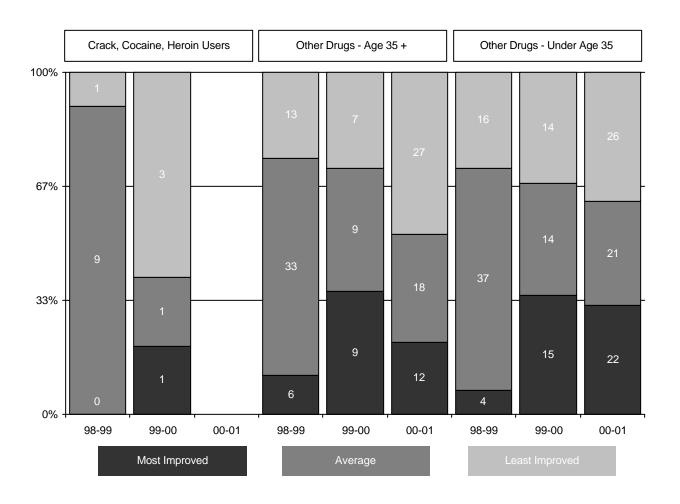
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CEO

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Madison Center and Hospital, Inc.

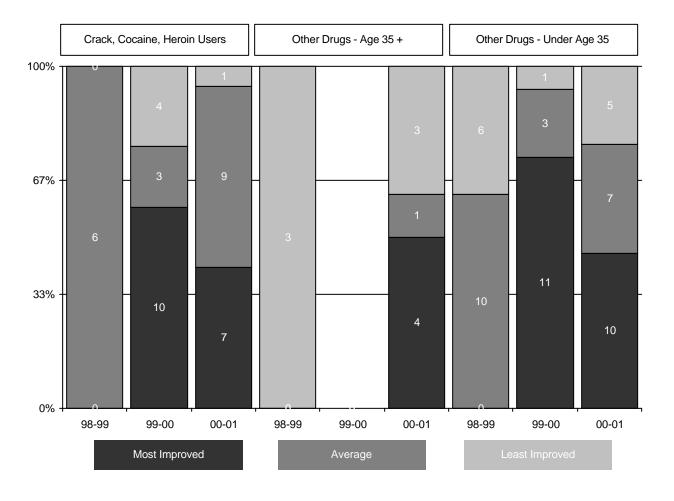
(406) 403 East Madison Street South Bend, IN 46617 (574) 234-0061

CEO

Jack Roberts, MBA CEO (574) 234-0061

Consumer Contact

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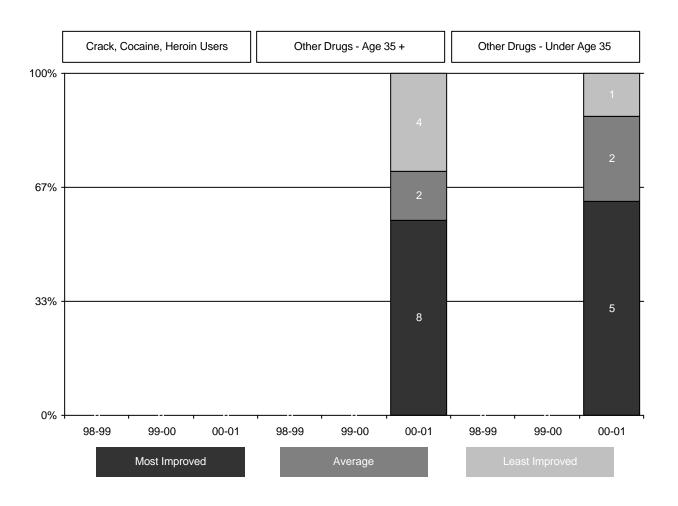
Howard Community Hospital Behavioral Health Services

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CEO

Nicola Scott Director of Behavioral Health (765) 453-8555

Consumer Contact



Quinco Behavioral Health Systems

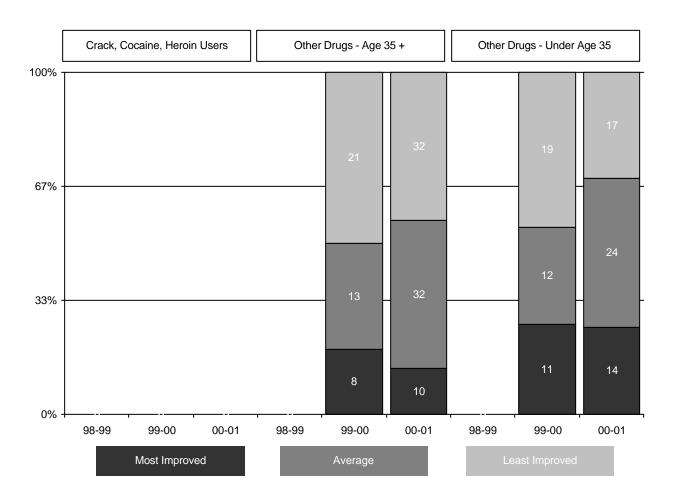
(408) P.O. Box 628 Columbus, IN 47202 (812) 348-7449

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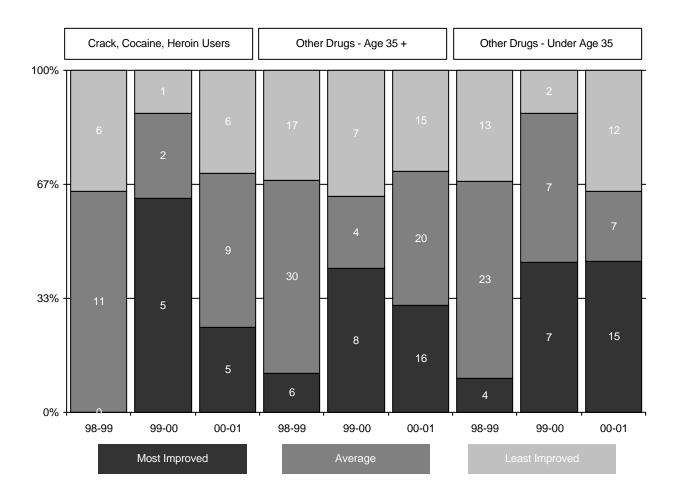
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LaPorte County Comprehensive Mental Health Council, Inc.

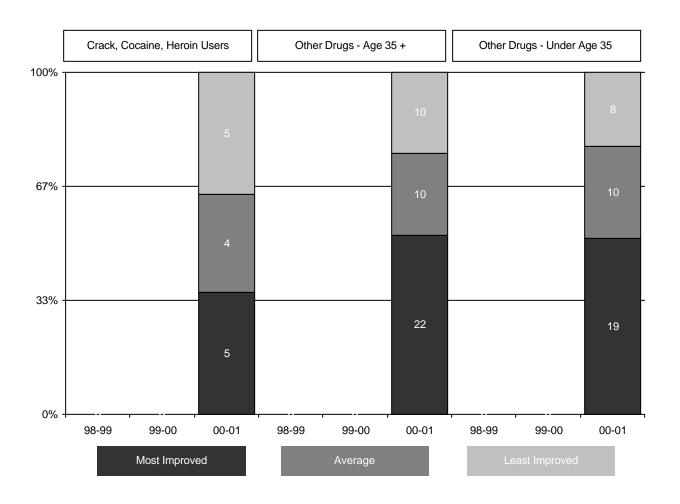
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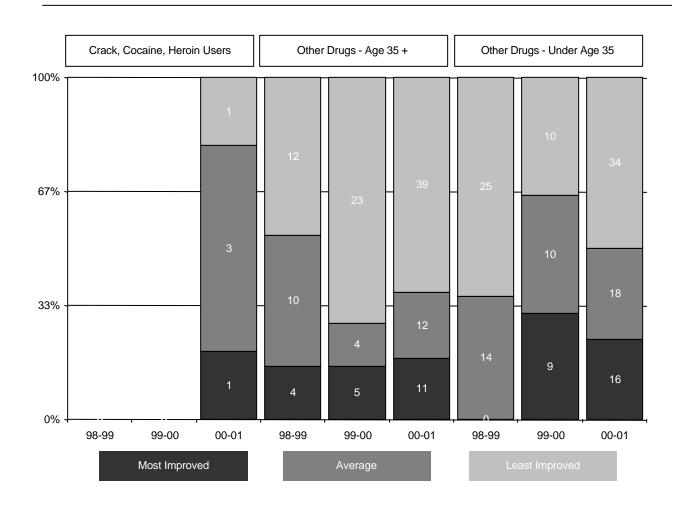
(411) 645 South Rogers Street Bloomington, IN 47403-2367 (812) 339-1691

CEO

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Consumer Contact

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Tri-City Comprehensive Community Mental Health Center, Inc.

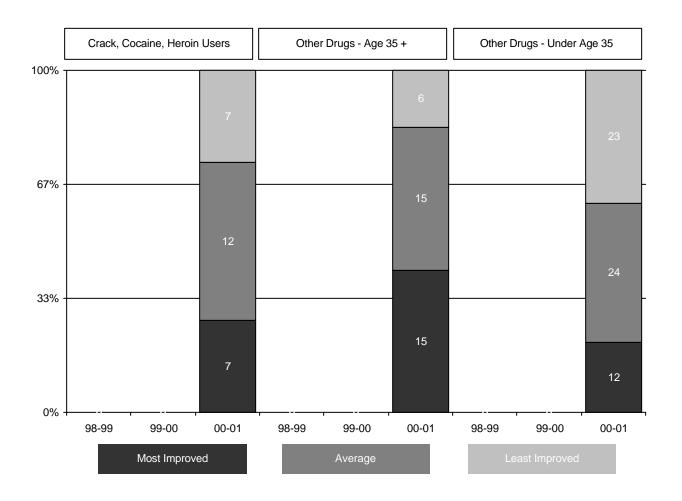
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Community Mental Health Center

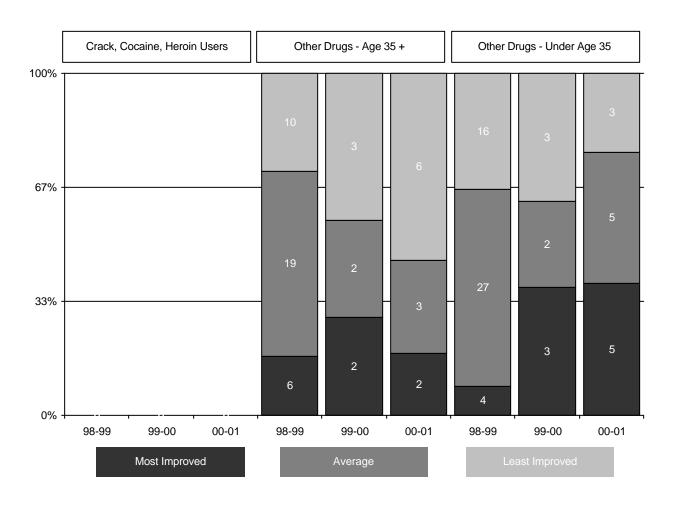
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Grant Blackford Mental Health, Inc.

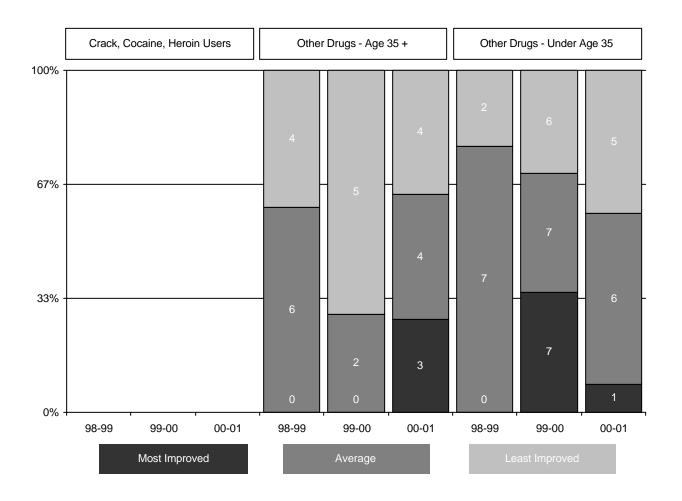
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Wabash Valley Hospital, Inc.

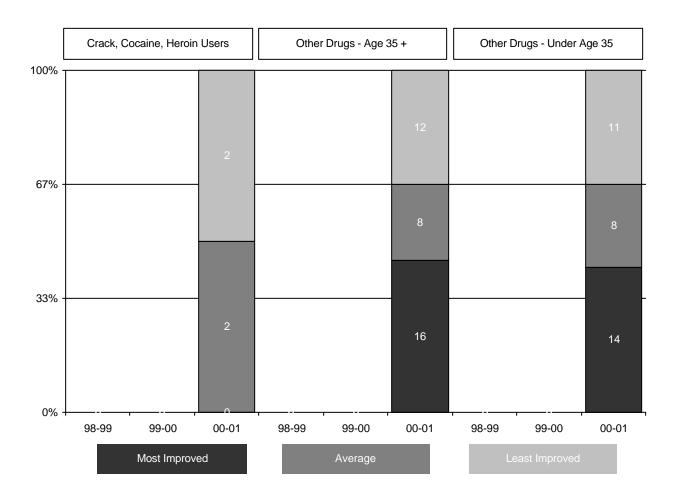
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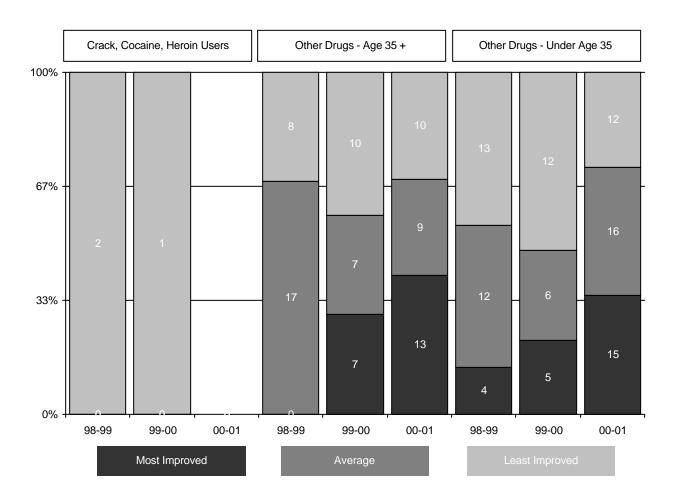
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Dunn Mental Health Center, Inc.

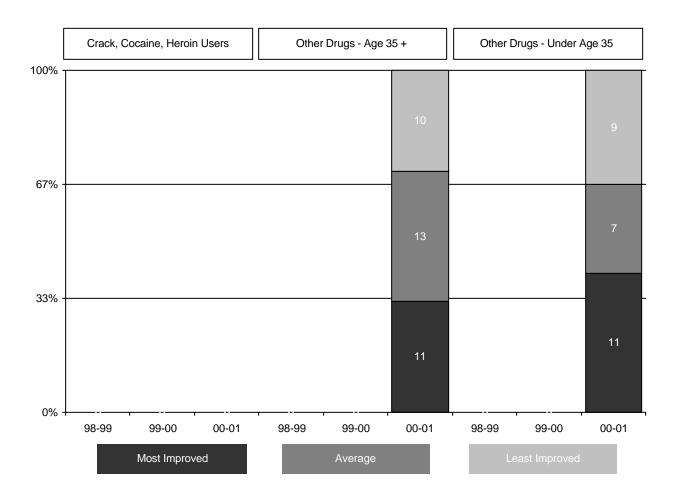
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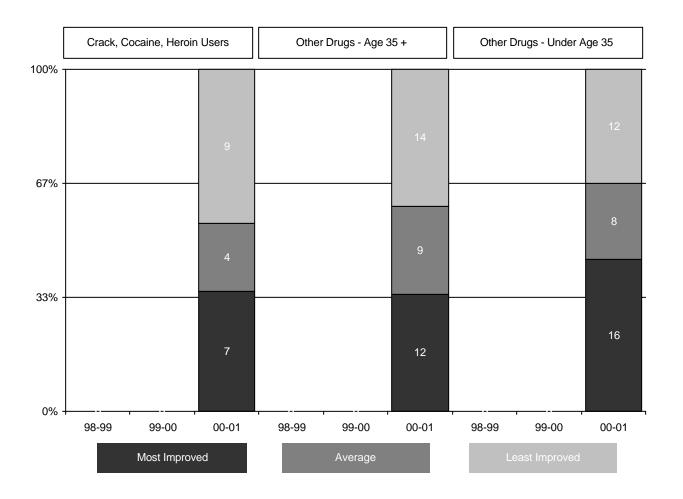
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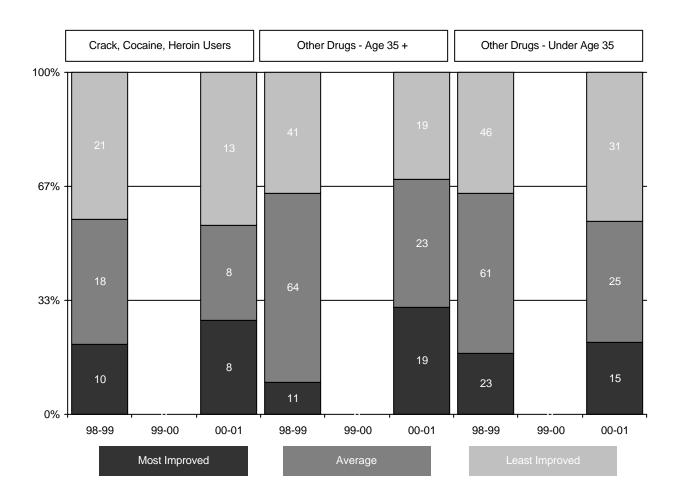
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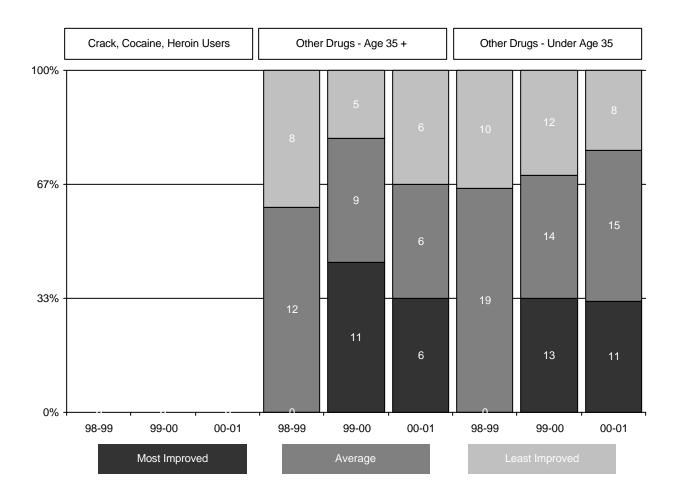
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Edgewater Systems For Balanced Living, Inc.

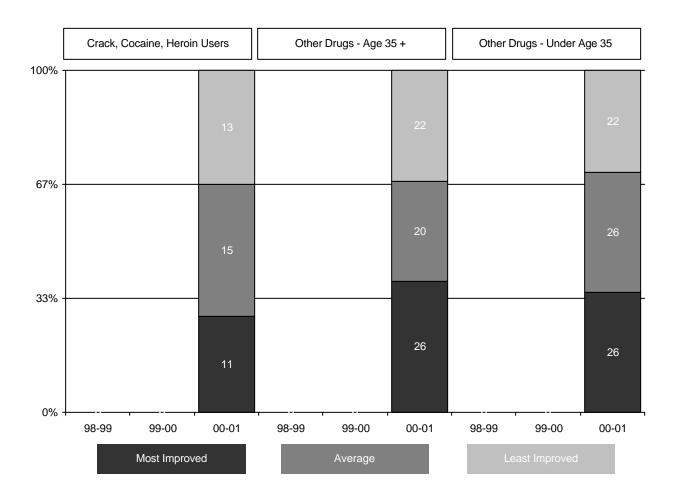
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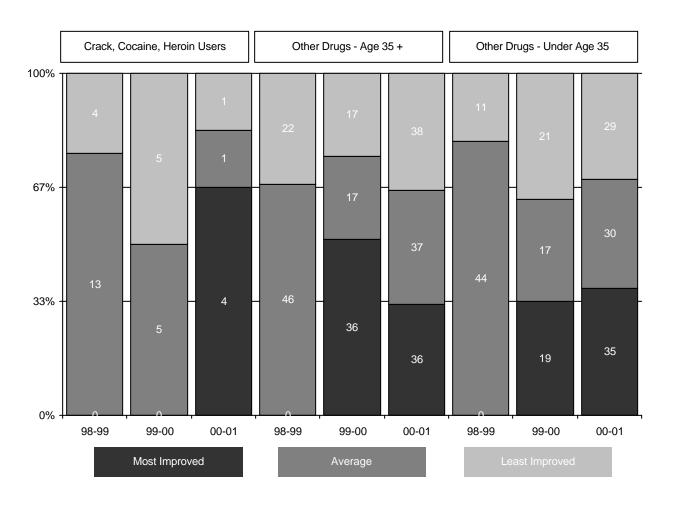
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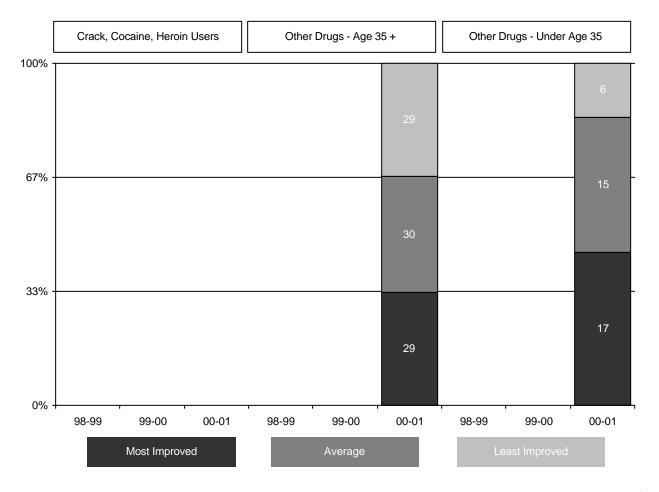
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Southlake Community Health Center, Inc.

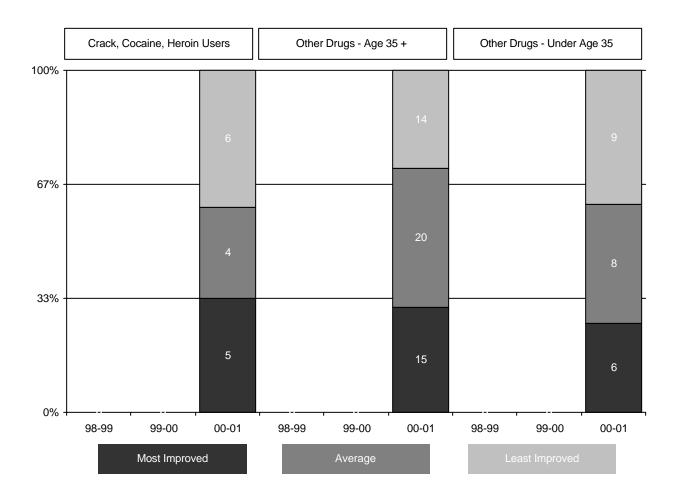
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The Center for Mental Health

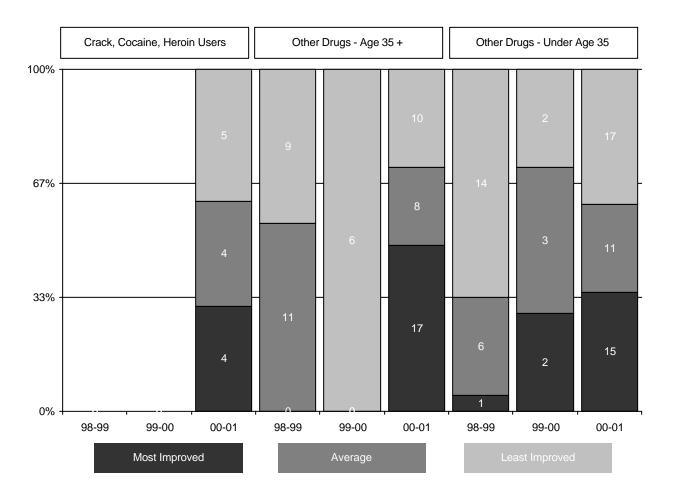
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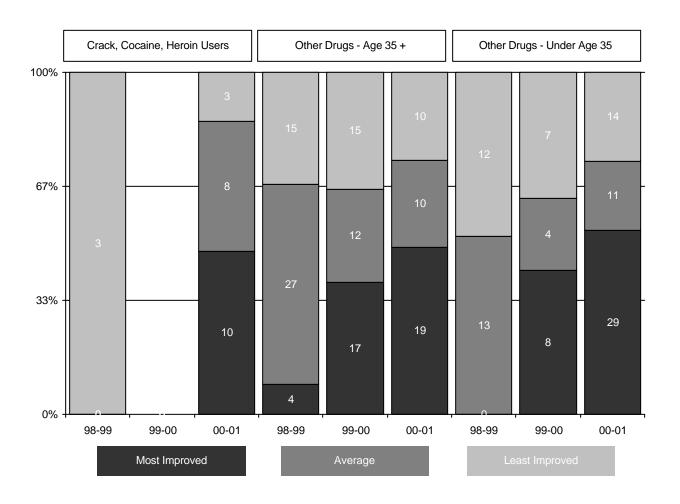
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CEO

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Four County Comprehensive Mental Health Center, Inc.

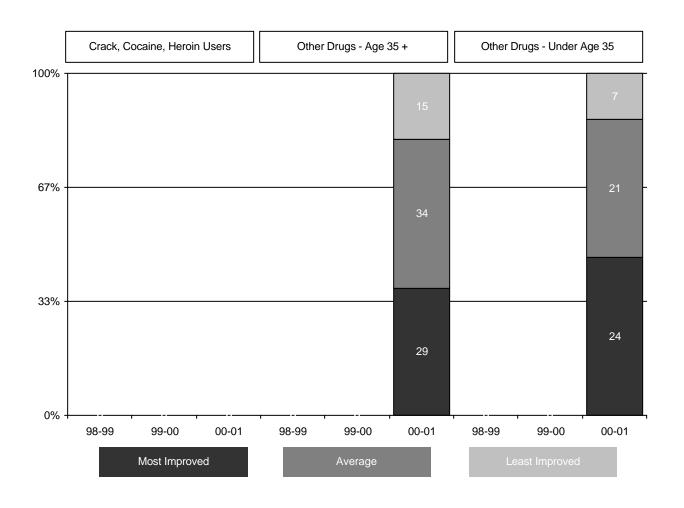
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Cummins Mental Health Center

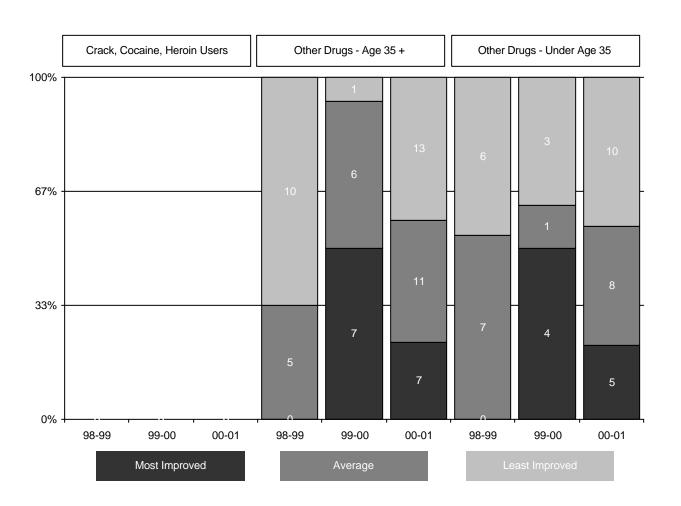
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Adult and Child Mental Health Centers, Inc.

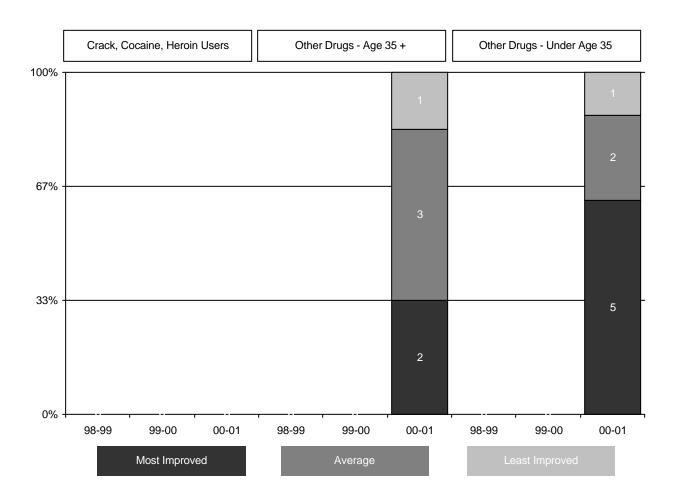
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Dana Frantz Director (317) 882-5122



BehaviorCorp

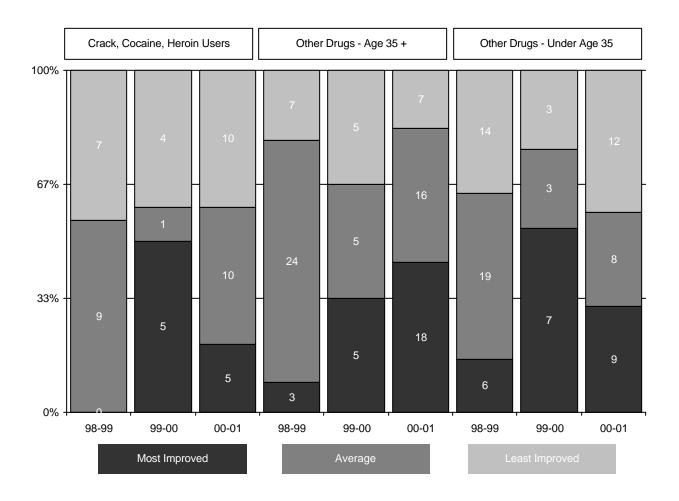
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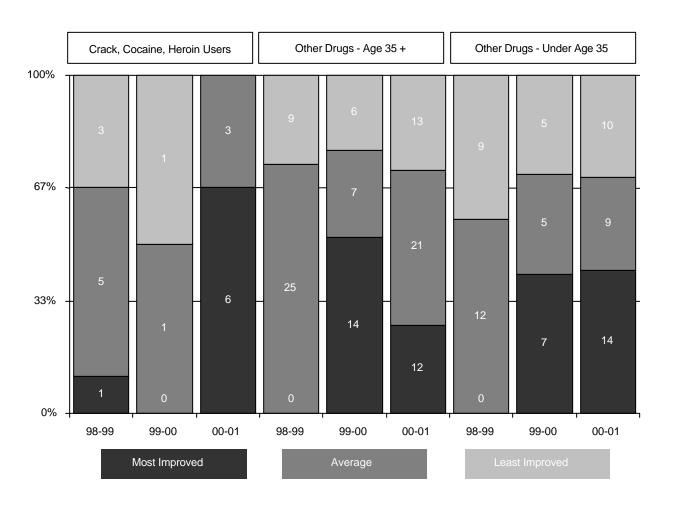
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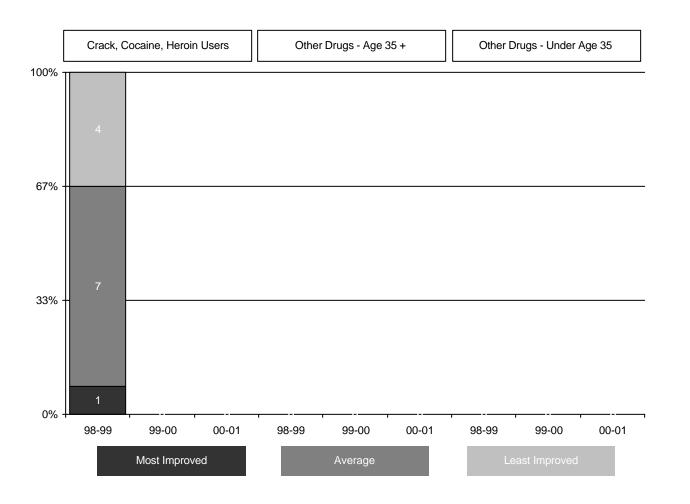
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Consumer Contact

Gloria Graves Case Management Counselor (574) 233-9491 Dawn Mance Case Management Counselor (574) 233-9491



Salvation Army, dba Harbor Light Center

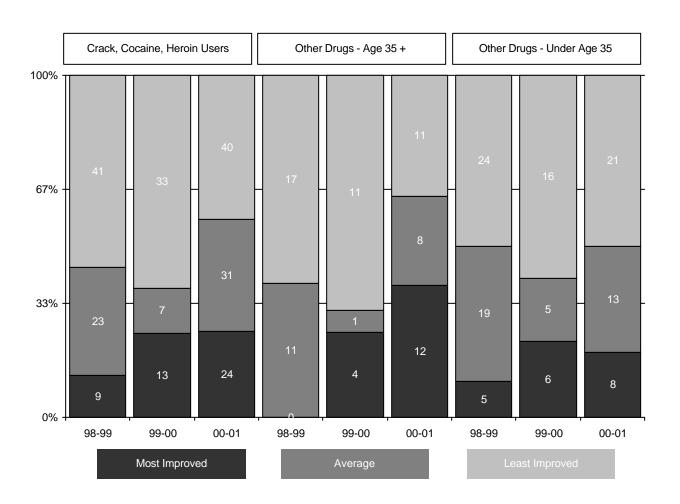
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Consumer Contact

Douglas Keister Director of Addiction Services (317) 972-1450



St. Joseph Hospital and Health Center, Inc.

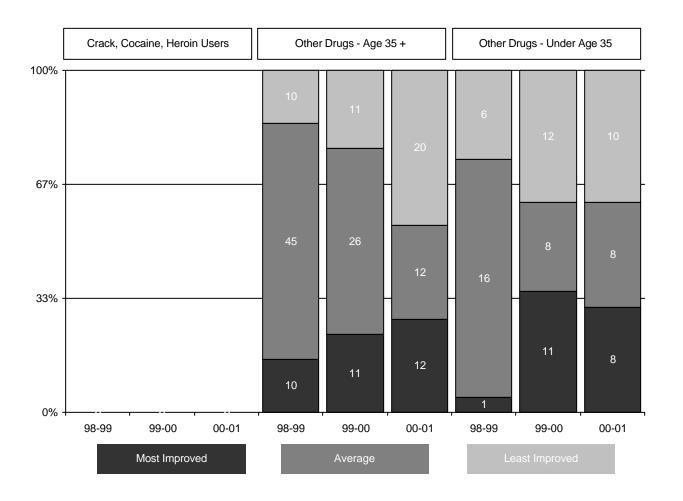
(994) 1907 West Sycamore Kokomo, IN 46901 (765) 456-5900

CEO

John Rudy, Ph.D CEO (765) 456-5900

Consumer Contact

Brenda Harness Intake Coordinator (765) 456-5900



Addiction Resource Network of Indiana, Inc. (ARNI)

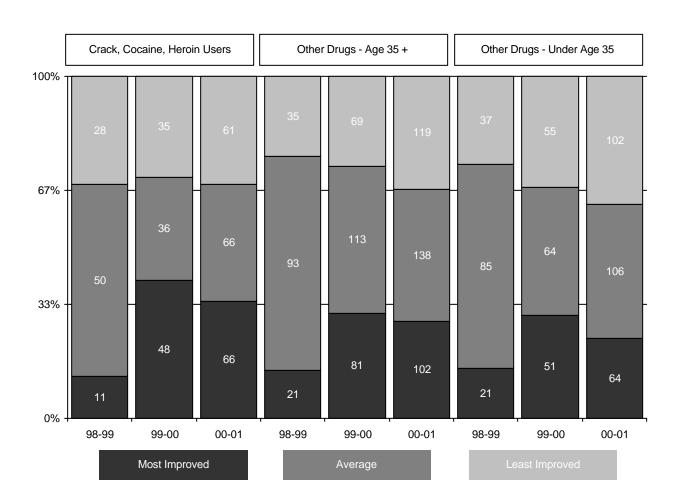
(996) 7770 North Michigan Road Indianapolis, IN 46268 (317) 876-6660

CEO

Cheryl Devol-Glowinski Administrator (317) 876-6660 Cheryl@IndianaAddictions.org

Consumer Contact

Julie Bacon Administrative Assistant (317) 876-6660



Affiliated Service Providers of Indiana, Inc. (ASPIN)

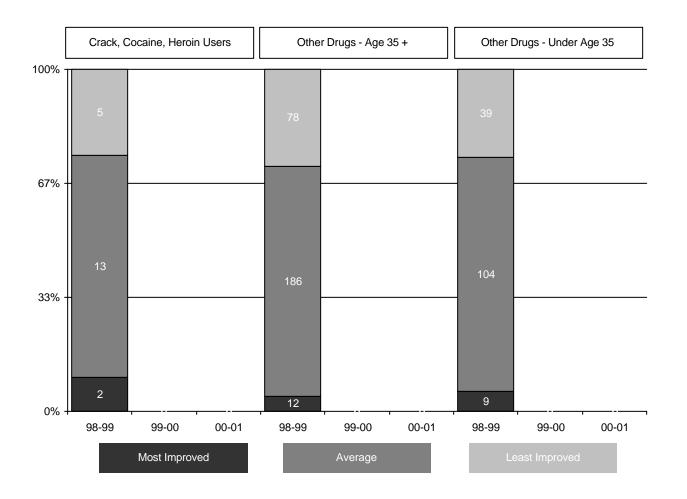
(998) 3600 Woodview Trace, Suite 103 Indianapolis, IN 46268 (317) 471-0000

CEO

Lawrence R. Ulrich President (219) 722-5151

Consumer Contact

Kathy Colyer Network Administrator (317) 471-0000



Southlake/Tri-City Management Corp. (Community Behavioral Health Network)

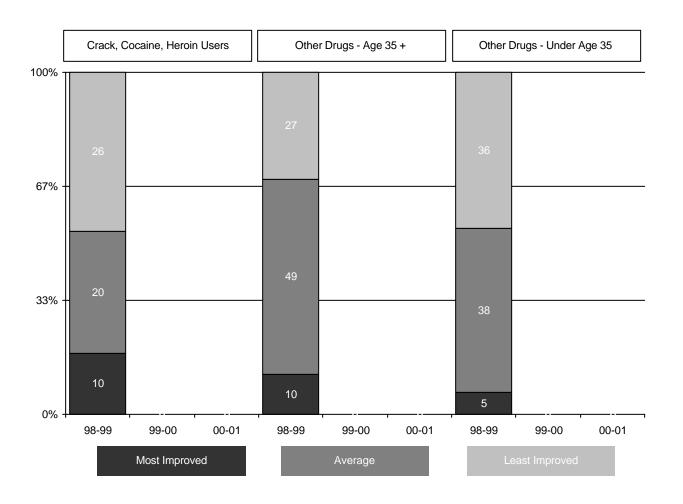
(999) 8400 Louisiana Street Merrillville, IN 46410-6353 (219) 757-1905

CEO

Sanford Kauffman, MSSA President (219) 757-1839

Consumer Contact

Heather McCarthy Program Director (219) 757-1830 gemprev@jorsm.com Margaret Ehry Director of Sales & Customer Service Managed Care Liaison (888) 851-3350 x708



Options Institute, Inc. (1004)

This provider is no longer contracted to the Division of Mental Health.	

Data Tables

				Crack,	Cocaine							
		8-99		SFY 9	99-00		SFY 00-01					
	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total
401 Midtown	13	19	1	33	7	3	11	21	13	11	17	41
402 LifeSpring	16	21	2	39	6	5	3	14	13	8	7	28
403 Samaritan	1	3	0	4	1	3	1	5	0	0	0	0
404 Southwestern	22	19	3	44	21	12	13	46	10	14	0	24
405 Hamilton	1	9	0	10	3	1	1	5	0	0	0	0
406 Madison	0	6	2	8	4	3	10	17	1	9	7	17
407 Howard	0	0	0	0	0	0	0	0	0	0	0	0
408 Quinco	0	0	0	0	0	0	0	0	0	0	0	0
409 Oaklawn	6	11	2	19	1	2	5	8	6	9	5	20
410 Swanson	0	0	0	0	0	0	0	0	5	4	5	14
411 Center	0	0	0	0	0	0	0	0	1	3	1	5
412 Tri-City	0	0	0	0	0	0	0	0	7	12	7	26
413 Community	0	0	0	0	0	0	0	0	0	0	0	0
414 Grant	0	0	0	0	0	0	0	0	0	0	0	0
415 Wabash	0	0	0	0	0	0	0	0	2	2	0	4
416 Gallahue	2	2	0	4	1	2	1	4	0	0	0	0
417 Dunn	0	0	0	0	0	0	0	0	0	0	0	0
418 Porter	0	0	0	0	0	0	0	0	9	4	7	20
419 Park	21	18	10	49	0	0	0	0	13	8	8	29
420 Southern	0	0	0	0	0	0	0	0	0	0	0	0
421 Edgewater	0	0	0	0	0	0	0	0	13	15	11	39
422 Comprehensive	4	13	2	19	5	5	0	10	1	1	4	6
423 Otis R. Bowen	0	0	0	0	0	0	0	0	0	0	0	0
424 Southlake	0	0	0	0	0	0	0	0	6	4	5	15
425 Ctr for Mental Hth	0	0	0	0	0	0	0	0	5	4	4	13
426 Northeastern	3	1	0	4	0	0	0	0	3	8	10	21
427 Four County	0	0	0	0	0	0	0	0	0	0	0	0
428 Cummins	0	0	0	0	0	0	0	0	0	0	0	0
429 Adult and Child	0	0	0	0	0	0	0	0	0	0	0	0
430 Behavior	7	9	0	16	4	1	5	10	10	10	5	25
809 Tara	3	5	1	9	0	0	0	0	0	3	6	9
819 YWCA	4	7	1	12	0	0	0	0	0	0	0	0
826 Salvation	41	23	9	73	33	7	13	53	40	31	24	95
994 St. Joseph	0	0	0	0	0	0	0	0	0	0	0	0
996 ARNI	28	50	11	89	35	36	48	119	61	66	66	193
998 ASPIN	5	13	2	20	0	0	0	0	0	0	0	0
999 South-lake/ Tri-City	26	20	10	56	0	0	0	0	0	0	0	0
1004 Options	4	4	0	8	0	0	0	0	0	0	0	0
1007 St. Vincent	0	0	0	0	0	0	0	0	0	0	0	0
1017 VOA	0	0	0	0	0	0	0	0	0	0	0	0
Totals	207	253	56	516	121	80	111	312	219	226	199	644

				Other	Drugs,	Over 35						
		SFY!	98-99			SFY!	99-00			SFY	00-01	
	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total
401 Midtown	14	27	6	47	7	4	5	16	13	12	17	42
402 LifeSpring	27	49	8	84	7	7	2	16	32	28	29	89
403 Samaritan	9	21	2	32	8	9	6	23	14	8	10	32
404 Southwestern	66	104	26	196	57	62	64	183	52	71	76	199
405 Hamilton	13	33	6	52	7	9	9	25	27	18	12	57
406 Madison	3	1	0	4	0	0	0	0	3	1	4	8
407 Howard	0	0	0	0	0	0	0	0	4	2	8	14
408 Quinco	0	0	0	0	21	13	8	42	32	32	10	74
409 Oaklawn	17	30	6	53	7	4	8	19	15	20	16	51
410 Swanson	0	0	0	0	0	0	0	0	10	10	22	42
411 Center	12	10	4	26	23	4	5	32	39	12	11	62
412 Tri-City	0	0	0	0	0	0	0	0	6	15	15	36
413 Community	10	19	6	35	3	2	2	7	6	3	2	11
414 Grant	4	6	0	10	5	2	3	10	4	4	3	11
415 Wabash	0	0	0	0	0	0	0	0	12	8	16	36
416 Gallahue	8	17	0	25	10	7	7	24	10	9	13	32
417 Dunn	0	0	0	0	0	0	0	0	10	13	11	34
418 Porter	0	0	0	0	0	0	0	0	14	9	12	35
419 Park	41	64	11	116	0	0	0	0	19	23	19	61
420 Southern	8	12	1	21	5	9	11	25	6	6	6	18
421 Edge-water	0	0	0	0	0	0	0	0	22	20	26	68
422 Comprehensive	22	46	2	70	17	17	36	70	38	37	36	111
423 Otis R. Bowen	0	0	0	0	0	0	0	0	29	30	29	88
424 Southlake	0	0	0	0	0	0	0	0	14	20	15	49
425 Ctr for Mental Hth	9	11	0	20	6	0	0	6	10	8	17	35
426 Northeastern	15	27	4	46	15	12	17	44	10	10	19	39
427 Four County	0	0	0	0	0	0	0	0	15	34	29	78
428 Cummins	10	5	1	16	1	6	7	14	13	11	7	31
429 Adult and Child	0	0	0	0	0	0	0	0	1	3	2	6
430 Behavior	7	24	3	34	5	5	5	15	7	16	18	41
809 Tara	9	25	2	36	6	7	14	27	13	21	12	46
819 YWCA	0	0	0	0	0	0	0	0	0	0	0	0
826 Salvation	17	11	2	30	11	1	4	26	11	8	12	31
994 St. Joseph	10	45	10	65	11	26	11	48	20	12	12	44
996 ARNI	35	93	21	149	69	113	81	263	119	138	102	359
998 ASPIN	78	186	12	276	0	0	0	0	0	0	0	0
999 South-lake/ Tri-City	27	49	10	86	0	0	0	0	0	0	0	0
1004 Options	0	0	0	0	0	0	0	0	0	0	0	0
1007 St. Vincent	0	0	0	0	0	0	0	0	0	0	0	0
1017 VOA	0	0	0	0	0	0	0	0	0	0	0	0
Totals	471	915	143	1529	301	319	305	935	650	672	648	1970

				Other I	Drugs, U	nder 35						
		SFY 9				SFY	99-00		SFY 00-01			
	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total	Least Improved	Average	Most Improved	Total
401 Midtown	11	22	4	37	1	4	7	12	12	18	22	52
402 LifeSpring	42	65	11	118	14	15	8	37	34	31	22	87
403 Samaritan	15	28	5	48	7	11	13	31	17	20	10	47
404 Southwestern	52	77	16	145	43	43	21	107	26	48	55	129
405 Hamilton	16	37	4	57	14	14	15	43	26	21	22	69
406 Madison	6	10	0	16	1	3	11	15	5	7	10	22
407 Howard	0	0	0	0	0	0	0	0	1	2	5	8
408 Quinco	0	0	0	0	19	12	11	42	17	24	14	55
409 Oaklawn	13	23	4	40	2	7	7	16	12	7	15	34
410 Swanson	0	0	0	0	0	0	0	0	8	10	19	37
411 Center	25	14	3	42	10	10	9	19	34	18	16	68
412 Tri-City	0	0	0	0	0	0	0	0	23	24	12	59
413 Community	16	27	4	47	3	2	3	8	3	5	5	13
414 Grant	2	7	1	10	6	7	7	20	5	6	1	12
415 Wabash	0	0	0	0	0	0	0	0	11	8	14	33
416 Gallahue	13	12	4	29	12	6	5	23	12	16	15	43
417 Dunn	0	0	0	0	0	0	0	0	9	7	11	27
418 Porter	0	0	0	0	0	0	0	0	12	8	16	36
419 Park	46	61	23	130	0	0	0	0	31	25	15	71
420 Southern	10	19	2	31	12	14	13	39	8	15	11	34
421 Edgewater	0	0	0	0	0	0	0	0	22	26	26	74
422 Comprehensive	11	44	3	58	21	17	19	57	29	30	35	94
423 Otis R. Bowen	0	0	0	0	0	0	0	0	6	15	17	38
424 Southlake	0	0	0	0	0	0	0	0	9	8	6	23
425 Ctr for Mental Hth	14	6	1	21	2	3	2	7	17	11	15	43
426 North-eastern	12	13	3	28	7	4	8	19	14	11	29	54
427 Four County	0	0	0	0	0	0	0	0	7	21	24	52
428 Cummins	6	7	0	13	3	1	4	8	10	8	5	23
429 Adult and Child	0	0	0	0	0	0	0	0	1	2	5	8
430 Behavior	14	19	6	39	3	3	7	13	12	8	9	29
809 Tara	9	12	2	23	0	0	0	0	10	9	14	33
819 YWCA	0	0	0	0	0	0	0	0	0	0	0	0
826 Salvation	24	19	5	48	16	5	6	27	21	13	8	42
994 St. Joseph	6	16	1	23	12	8	11	31	10	8	8	26
996 ARNI	37	85	21	143	55	64	51	180	102	106	64	272
998 ASPIN	39	104	9	152	0	0	0	0	0	0	0	0
999 South-lake/ Tri-City	36	38	5	79	0	0	0	0	0	0	0	0
1004 Options	2	3	1	6	0	0	0	0	0	0	0	0
1007 St. Vincent	0	0	0	0	0	0	0	0	0	0	0	0
1017 VOA	0	0	0	0	0	0	0	0	0	0	0	0
Totals	477	768	138	1383	263	253	238	754	576	596	575	1747